

**ABM FEDERAL SALES  
Remanufactured / OEM Toner & Ink Supplies  
USDA-OCIO-ITS**

**FSA, NRCS, AND RD ORDERING INFORMATION**

A USDA, OPPM, Procurement Operations Division Blanket Purchase Agreement (BPA) has been awarded for Remanufactured/OEM Toner & Ink Supplies to ABM Federal Sales, a service disabled veteran owned small business. The scope of the BPA includes print imaging supplies for USDA Service Center Agencies, i.e. FSA, NRCS, RD, and ITS. and was awarded for the purchase of remanufactured and OEM printer supplies that are available under the GSA Federal Supply Schedule contracts of ABM Federal Sales and their teaming partner, Cartridge Savers, Inc.

The BPA is set up for FSA, NRCS, and RD to call and place an order for replacement fax/printer/plotter toner and ink supplies. The printer supplies can be purchased using two different methods. The first method is by calling the toll free **(866) 860-4288** number and placing the order using a purchase card. The second method is using the established website to order online. The printer supplies will be shipped directly to the office needing the replacement fax/printer supplies. The caller will be required to identify for which agency they are procuring to ensure that only those authorized to use the BPA are ordering supplies. If a needed supply isn't available from ABM Federal Sales, the caller should utilize another Government source of supply, such as GSA Advantage, to procure the needed supply item.

**ORDERING:**

When calling ABM Federal Sales, using the toll free **(866) 860-4288** number or using the website, the purchase card holder will need to know either the part number needing to be replaced or the printer model number for the supplies. Either way the correct printer supply will be shipped to the location indicated.

All cartridges will be remanufactured unless they are not available. In this case an OEM cartridge will be furnished at the GSA scheduled pricing.

**SHIPPING:**

ABM uses UPS to ship toner cartridges and ink supplies within the CONUS region. UPS guarantees 4-day ground with the exception of remote locations in some states such as California, Idaho and Southern Oregon. For shipments to the OCONUS sites US Postal Service is 5-day via Priority mail.

A return shipping label will be provided for each remanufactured cartridge supplied. In the case of Original Equipment manufacturer (OEM) cartridges some OEM cartridges will provide a return label included in the manufacture product box. However, in some cases, there may not be any return labels in the OEM manufacture boxes. In this instance the end user can contact ABM Federal at their toll free number and request a return label. Or, if the user has a return label from Cartridge Savers Inc., ABM Federal's teaming partner, they can use this to return the empty OEM cartridge.

**DEFECTIVE TONER AND INK SUPPLIES:**

When a defective cartridge and ink supply is received the user should immediately notify the ITS/TSD Staff who will call the ABM Federal Support Desk to ensure a replacement cartridge is shipped to the site and any printer issues are resolved. ABM Federal will ship another cartridge to the site affected and the site will then return the defective cartridge using the return label provided.

All such shipping costs will be paid for by ABM Federal.

### **DAMAGE TO A PRINTER CAUSED BY A DEFECTIVE CARTRIDGE:**

In the event a toner cartridge or ink supply causes damage to the printer in which it was installed the user should immediately notify ITS/TSD Staff who in turn will call the ABM Federal Support Desk to coordinate as needed with the vendor for resolution.

For the OEM cartridge, when repair or replacement of the printer is needed, ABM Federal will contact warranty support for the OEM product and have the OEM contact the end user directly. All costs will be covered by the manufacturer. The necessity for a site visit will be determined by the OEM.

If repair or replacement is required due to a defective remanufactured cartridge, a determination will be made if the problem is related to the printer or the cartridge, working closely with the end user and /or ITS/TSD Staff. The ABM Technical Support Representative will recommend either printer service or ABM will ship a replacement cartridge the same day to the customer.

If the root cause of the problem cannot be determined via phone, ABM Federal will arrange an on site visit by a local service provider at their expense. If it is determined that the cause is not related to the remanufactured cartridge, ABM Federal will bill USDA for the service performed.

ABM Federal will accept determination of root cause by qualified ITS personnel in conjunction with OEM technical support.

If the printer is rendered completely inoperable due to the failure of the cartridge, the vendor will send a like refurbished printer to the site in question within two days for CONUS sites and 4-5 days for OCONUS sites. The vendor will incur all equipment, shipping, and related costs. The inoperable printer will be returned to ABM Federal for further diagnostics. The ITS/TSD Staff will escalate a Work Order to the EATS Data Steward who will make the necessary changes to the EATS database.

### **ONLINE ORDERING - REGISTRATION PROCESS**

1. When using the online ordering portion of the BPA you will first need to log onto the USDA ABM Federal home page site: <http://usda.abmfederal.com>.
2. First Time Users - you will need to set up an account by clicking on the **Registration/Terms and Conditions** portion of the bottom of the home page.  
**"ATTENTION USDA OCIO/ITS BPA USERS ONLY, PLEASE SEE SPECIFIC TERMS AND CONTITIONS AT BOTTOM".**
3. Since USDA will be using ABM Federal's existing web site for ordering toner and ink supplies there are section of the terms and conditions that are generic to other agencies and should be disregarded:
  - Disregard the minimum order of \$50.00 this does not affect our users.
  - Disregard the Non -Stock items section. This does not affect USDA either.
  - Disregard the bottled copier toner supplies. This does not apply to USDA.
  - Disregard the explanation of specific manufacture terms and warranties. Any cartridge that is purchased from ABM if defective will be replaced by ABM Federal.
  - Disregard the statement that references a 15% restocking fee. This does not pertain to USDA orders.
4. After reading the terms and conditions statements click on the **ACCEPT** box at the bottom of the page. You will be taken to the registration page where you will complete the registration form.
5. Complete the registration form. Under agency in the form make sure that you select USDA. Upon completion of the form, an e-mail will be sent to you confirming your registration. Once you have confirmation of your registration you are now able to log into the ABM Federal site and make procurements for toner and ink supplies.
6. Log onto the ABM Federal web site using the URL referenced above.

7. Once you have logged onto the site - located on the right had section of the page you will see the statement "**ALREADY A REGISTERED BUYER**". Under this is the statement "**Proceed Ahead**" - click on this and you will be taken to the ordering home page.

### **ORDERING PROCEDURE**

Again just as a reminder, this site is being shared with other Federal users so there are some statements that do not apply to USDA.

In the middle of the page is one such statement regarding the use of the DOD EMALL. Disregard this.

1. To search for a toner or ink cartridge either click on the catalog icon or just enter the model number (example 4250 for HP 4250 laser printer) of the printer for which you need a toner or ink cartridge. It does not require an entry of the make of the printer such as HP, Xerox, etc. Doing so will result in not being able to find the specific cartridge that you are looking for.
2. If you enter a printer model designation you may receive toner cartridge listing for more than one make of printer such as HP, Brother, Epson, Panasonic, etc. You will then need to select the cartridge for the particular printer make that you require.
3. After you have determined the type of cartridge you require for your particular make and model printer add the number of cartridges in the box to the left of the cartridge description.
4. At the bottom of the page you will find a section to complete your selection.
  - Step 1 - Select the product, which you have already done.
  - Step 2 - Select your desired shopping cart. You have two choices, (1) your primary cart with the zip code that you entered when you registered;, or, (2) a new cart if you are going to have the cartridges shipped to a location other than your current location.
5. If this is a new cart then enter a name for the cart and the new zip code and click on the "**OK**" box.
6. You will be taken back to the page with the cartridge information. In the desired shopping cart box you will now have an additional site to select when ordering cartridges.
7. If you are ready to check out - select the desired shopping cart and click on the "**Add Product to Shopping Cart**" button. This will take your shopping cart. You can review your selections, update quantities and either check out or continue shopping.
8. If you are ready to checkout select the checkout box. This will take you to the check out page.

9. Click on the **Red Payment Options** box and you will be taken to the payment options as indicated in FIGURE 1 below:

**ABM Federal Sales**

**hp** [click here](#) to search and select HP supplies!

[CATALOG](#) [SHOPPING CARTS](#) [ORDER TRACKING](#) [MEMBER SERVICES](#)

### CHECKOUT

shopping cart: Primary Cart  
to complete this order:

- Edit your Payment Options.
- Enter a PO Number/Attention line for the shipping label, if desired.
- Enter a PO Number for the billing invoice, if desired.
- Verify other information as correct.
- Click the "Submit Order" button!

**Payment Options** (click to edit)

Please select a Payment Option

Ship To Address (click to edit)	Bill To Address (to change, contact rep)
USDA OCIO ITS Ft Collins CO 2150 Centre Ave Bldg A, Ste T145 Ft Collins, CO United States 805261891	USDA OCIO ITS Ft Collins CO 2150 Centre Ave Bld A Ste T145 AG-3142B-06-0031 Ft Collins, CO United States 805261891

PO Number/Attention:  
(printed on shipping label)

Ph: 0000000000  
Fax:  
Your PO Number:  
(printed on invoice)

**Shipping Options** (click to edit)

In order for us to provide the highest level of service, please enter orders for same day shipping by 5:00 p.m. CST.

shipping method: UPS Ground, Free      shipping options: ship available items now (ship b/o complete)

Promotion Code(s):  
Enter below exactly as shown in promotional material, noting case sensitivity.  
Multiple codes? Enter at same time, each code separated by one blank space.


Order b/e

FIGURE 1

10. Enter your government VISA Smart Pay credit card information as indicated below:

kimmes@abmfederal.com'."/>

**PAYMENT OPTIONS**

 **ABM**  
Federal Sales

☐ Saved Card (select one)

No saved cards found

☐ save selected as new default

or enter a new card:

☒ Visa SmartPay™

☐ MasterCard SmartPay™

name on card

card number

(numbers only, no space or dash)

expiration

mo year

☒ don't save ☐ save

or

☐ Open Terms

OK Cancel

ABM Federal Sales uses **Secure Sockets Layer (SSL)** technology to protect your personal credit card information as it travels over the Internet.

If you prefer, you may print your selected shopping cart from the Checkout page (using your browser's print option) and call your account representative, Michael Kimme, at **1-866-860-4288** to place your order by phone. Click "Cancel" to return to the Checkout page. After printing, click "Return to Cart" from the Checkout page to leave checkout and return to your shopping cart.

Questions? Call your account representative, Michael Kimme, at 1-866-860-4288 or email [kimmes@abmfederal.com](mailto:kimmes@abmfederal.com)

FIGURE 2

11. Click OK and this will then allow you to complete your check out process.